



SERVICES MANAGER

Department: Police
Division:
Reports to: Chief of Police

Classification/Grade: 22 - Confidential
FLSA Status: Non-Exempt – At-Will
Date Approved:

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, descriptions/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Actively support and uphold the City's and Department's mission and values. Under the general direction of the Police Chief and/or Deputy Chief, perform a variety of clerical and technical duties involving high degree of confidentiality, independence and self-motivation; perform projects and functions designed to promote efficient operation of office; supervise clerical staff and crossing guards; prepare a variety of documents; organize and perform testing of applicants for vacant positions and promotions.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Act as customer service representative.
3. Supervises the duties of the state designated Terminal Agency Coordinator.
4. Supervisor of all administrative staff including crossing guards, work card and records clerks, and all duties performed.
5. Supervise maintenance of FBI, State records and criminal history logs.
6. Recommend and assist in the implementation of goals and objectives; establish schedules and methods; implement policies and procedures.
7. Perform evaluations.
8. Attend staff meetings as well as any other meetings assigned by Chief of Police or Deputy Chief.
9. Assist public and police officers and outside agencies.
10. Supervise processing of case files for District Attorney's office and Municipal Court.
11. Maintain Police Department records/logs.
12. Supervise submission of monthly/yearly/quarterly reports for grants, year-end report and budget.
13. Coordinate with Personnel the testing of applicants for all areas of employment within the Police Department.
14. Assist in female bookings, as required.
15. Interact with public and other agencies at local, state and federal levels.
16. Collect and process time sheets for all employees.
17. Supervise secretarial services for the Department, including machine transcriptions.
18. Process all incoming invoices for accounts payable.
19. Prepare budget documents for Chief's approval.
20. Prepare policy, procedure and SOP manuals for approval.
21. Act as Accreditation team member.
22. Act as custodian of the Department's policy and procedure manual for the purpose of amending, canceling, rescinding, or updating Department directives.
23. Supervise evidence room and evidence policies and procedures.

24. Prepare grant documents and financial reports.
25. Communicate verbally and in writing to administration, the public, and other agencies and employees.
26. Supervise Sex Offender registration and notification.
27. Supervise Ex-felon registrations.
28. Prepare and audit clothing allowances for Department.
29. Collect and deposit checks received by department.
30. Coordinate and prepare requisitions/purchase orders.
31. Be dependable and meet acceptable attendance requirements at all times
32. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

- A. Protect confidential information by preventing unauthorized release, both verbal and/or written.
- B. Answers phones in reception area as needed.
- C. May assist with ordering equipment and supplies
- D. Perform other related duties as assigned by Chief of Police or Deputy Chief

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactorily perform the essential functions of this position.

Knowledge of:

- Laws, rules, and regulations applicable to assigned operations.
- Department procedures, policies, and terminology and law enforcement operations.
- Modern office practices, procedures, and equipment.
- Public relations
- Inter-agency cooperation
- General understanding of Nevada State Law
- Business communications skills
- Supervisory principles, practices and methods.
- Leadership and training abilities

Ability to:

- Type at speed necessary for successful job performance.
- Communicate effectively both verbally and in writing
- Communicate effectively, both orally and in writing.
- Analyze and evaluate operations and develop and implement corrective action to resolve problems.
- Balance budget accounts
- Utilize effective time management and goal setting skills
- Perform multiple tasks against strict deadlines
- Obtain information from department members
- Perform duties under strict timelines and stressful conditions.
- Analyze a situation and make sound recommendations and decisions
- Work independently on assigned projects involving research and data collection
- Interact with employees based on law enforcement practices and procedures
- Use computer, printer, fax and telephone on a continual basis; occasionally use typewriter
- Stay calm in emergency situations and organize dispatch procedures.
- Establish effective working relationships with the general public and City employees.
- Work non-standard hours such as evenings, weekends and holidays.

Special Requirements:

Residency Requirement: Must be able to respond within 30 minutes from residence.

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: Graduation from high school or GED. Associates degree in Business administration or similar field of study

Experience: Five years secretarial experience and three years law enforcement experience.

Training: Speak and write Spanish preferred.

License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Nevada Class "C" driver's license.

WORKING CONDITIONS

Work is performed under the following conditions:

Physical Requirements

Duties require sufficient mobility to work in a typical office setting and use standard office equipment, including a computer; sustained posture in a seated position for prolonged periods of time; frequent stooping, twisting, bending, kneeling, and reaching; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Must be able to handle stressful situations. Must carry/lift/push or pull loads of up to 25lbs.

Job Hazards/Risk Factors:

Employee may risk physical hazard from angry, unstable, violent and highly volatile prisoners and citizens and from weapons; exposure to communicable diseases, hazardous materials and body fluids; risk of civil litigation due to performance of duties.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.